



## UNDERPERFORMANCE MEETING PLAN

Details	
Date:	<date>
Time:	<time>
Location:	<location>
Attendees:	<attendees>
Reason for the meeting	
<p>&lt;reason&gt;</p> <p>eg.</p> <ul style="list-style-type: none"><li>Sean – ongoing lateness.</li><li>Late for work four out of five mornings last week. Shift starts at 10.00 am: Monday, Tuesday and Thursday – arrived at work at 10.15 am; Friday – arrived at work at 10.30 am.</li><li>This means no-one to cover start of shifts: call wait times are longer, customers are complaining, other team members have to carry the workload and are getting stressed, KPIs are not being met.</li></ul>	
Background	
<p>&lt;background&gt;</p> <p>eg.</p> <ul style="list-style-type: none"><li>Raised issue of lateness twice this month at weekly catch-ups (3/2 and 10/3) – no reason given.</li></ul>	



Details	
<ul style="list-style-type: none"> <li>On 3/2 also offered swap to afternoon shift if more suitable – declined.</li> <li>On 10/3 gave verbal warning.</li> </ul>	
Next steps	
<p>&lt;next steps&gt;</p> <p>eg.</p> <ul style="list-style-type: none"> <li>First written warning.</li> <li>Put performance improvement plan in place: arrive at work on time for the next six weeks; communicate unexpected and unavoidable lateness (e.g. train delays) to supervisor by phone as soon as possible.</li> <li>Schedule meeting for 28/04 to review performance. If not enough improvement by then, final written warning.</li> </ul>	
Task list	Due date
<p>&lt;task&gt;</p> <p>Make a list of what you need to do next, and by when.</p> <p>eg. Make record of meeting; provide copy to Sean and ask him to sign.</p>	<p>&lt;date&gt;</p> <p>eg. Tomorrow.</p>
<p>eg. Prepare first written warning; provide copy to Sean and ask him to sign.</p>	<p>eg. Tomorrow.</p>
<p>eg. Prepare performance improvement plan; provide copy to Sean and ask him to sign.</p>	<p>eg. End of week.</p>
<p>eg. Schedule meeting with Sean to review performance; also review in the meantime during weekly catch-ups.</p>	<p>Eg. 28/04.</p>